

The ECHO[®] Survey: Items in the Reporting Composites

Sponsors of the ECHO Survey can report five composites for adults:

- Getting treatment quickly
- How well clinicians communicate
- Getting treatment and information from the plan or MBHO
- Perceived improvement
- Information about treatment options

Getting Treatment Quickly

Q3	In the last 12 months, how often did you get the professional counseling you needed on the phone?	Response Format <ul style="list-style-type: none">▪ Never▪ Sometimes▪ Usually▪ Always
Q5	In the last 12 months, when you needed counseling or treatment right away, how often did you see someone as soon as you wanted?	
Q7	In the last 12 months, not counting times you needed counseling or treatment right away, how often did you get an appointment for counseling or treatment as soon as you wanted?	

How Well Clinicians Communicate

Q11	In the last 12 months, how often did the people you went to for counseling or treatment listen carefully to you?	Response Format <ul style="list-style-type: none">▪ Never▪ Sometimes▪ Usually▪ Always
Q12	In the last 12 months, how often did the people you went to for counseling or treatment explain things in a way you could understand?	
Q13	In the last 12 months, how often did the people you went to for counseling or treatment show respect for what you had to say?	
Q14	In the last 12 months, how often did the people you went to for counseling or treatment spend enough time with you?	
Q15	In the last 12 months, how often did you feel safe when you were with the people you went to for counseling or treatment?	
Q18	In the last 12 months, how often were you involved as much as you wanted in your counseling or treatment?	

Getting Treatment or Information From The Plan or MBHO

Q43(MCO only)	Since you joined your health plan, how much of a problem, if any, was it to get someone you are happy with?	Response Format <ul style="list-style-type: none"> ▪ A big problem ▪ A small problem ▪ Not a problem
Q45 (MCO)	Q39 (MBHO)	
	In the last 12 months, how much of a problem, if any, were delays in counseling or treatment while you waited for approval from your health plan?	
Q46 (MCO only)	In the last 12 months, how much of a problem, if any, was it to get the counseling or treatment you thought you needed?	
Q48 (MCO only)	In the last 12 months, how much of a problem, if any, was it to find or understand this information? [Refers to information about counseling or treatment from your health plan in written materials or on the Internet]	
Q50 (MCO)	Q41 (MBHO)	
	In the last 12 months, how much of a problem, if any, was it to get the help you needed when you called your health plan's customer service?	
Q52 (MCO only)	In the last 12 months, how much of a problem, if any, did you have with paperwork for your health plan?	

Perceived Improvement

Q31	Compared to 12 months ago, how would you rate your ability to deal with daily problems now?	Response Format <ul style="list-style-type: none"> ▪ Much worse ▪ A little worse ▪ About the same ▪ A little better ▪ Much better
Q32	Compared to 12 months ago, how would you rate your ability to deal with social situations now?	
Q33	Compared to 12 months ago, how would you rate your ability to accomplish the things you want to do now?	
Q34	Compared to 12 months ago, how would you rate your problems or symptoms now?	

Information About Treatment Options

Q20	In the last 12 months, were you told about self help or support groups, such as customer-run groups or 12-step programs?	Response Format <ul style="list-style-type: none"> ▪ Yes ▪ No
Q21	In the last 12 months, were you given information about different kinds of counseling or treatment that are available?	